Appln. No. 09/991,096
Amendment dated August 21, 2007
Reply to Office Action mailed May 29, 2007

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims (deleted text being struck through and added text being underlined):

1.   (Currently Amended) A system for remotely determining a user's out-of-box experience with a personal computer, comprising:

a user personal computer requiring an initial setup <u>interaction with the user</u> to reach an operating state for the user personal computer, the user personal computer being configured to detect and upload data characterizing the ~~user's~~ interaction <u>by the user</u> with the user personal computer during the initial setup <u>interaction with the user</u> of the user personal computer;

a network suitable for communicating uploaded data, wherein the network is connected to the user personal computer; and

a remote information handling system connected to the network, wherein the remote information handling system is suitable for receiving uploaded data from the user personal computer.

2.   (Previously Presented) The system of claim 1, wherein the user personal computer is capable of automatically uploading user interaction data.

3.   (Previously Presented) The system of claim 1, wherein the user personal computer is capable of offering an opportunity to upload user interaction data.

4.   (Currently Amended) The system of claim 1, wherein the remote information handling system [[[a]] <u>is</u> capable of correlating the uploaded data with the user personal computer's pre-loaded configuration.

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5.   (Currently Amended) The system of claim 10, wherein user interaction data is at least one of an occurrence of an event, a time interval between events, a user input "HELP" button utilization, a time period to load a program, an accessed program's name, an installation of a driver, a screen capture, and a time period a dialog box is open.

6.   (Previously Presented) The system of claim 1, wherein the user personal computer detects user interaction data as a background application.

7.   (Previously Presented) The system of claim 10, wherein the user's interactions are detected for at least one of an initial boot-up, a specific number of boot operations, a time period, and after a program has been started a specific number of times.

8.   (Previously Presented) The system of claim 1, wherein the network is an INTERNET.

9.   (Previously Presented) The system of claim 1, wherein the user personal computer is capable of surveying the user.

10.   (Previously Presented) A system for remotely determining a user's out-of-box experience with a personal computer, comprising:

a user personal computer requiring a process of initialization prior to establishing an operating state in the user personal computer, the user personal computer being configured to detect and upload data related to the user's out-of-box interaction with the user personal computer during initialization;

a network suitable for communicating uploaded data, wherein the network is connected to the user personal computer; and

a remote information handling system connected to the network, wherein the remote information handling system is suitable for receiving the unloaded data from the user personal computer.

11.   (Previously Presented) The system of claim 10, wherein the network is an INTERNET.

12.   (Previously Presented) A method for remotely determining a user's out-of-box experience with a user personal computer, comprising:

providing the user personal computer with the capability of detecting data related to the user's interactions with the personal computer;

initializing the user personal computer including the user interaction detecting capability, by the user;

detecting, during the initializing by the user, data related to the user's interactions with the personal computer during initialization;

compiling the detected user interaction data;

achieving an operational state by the user personal computer and when the operational state is achieved, terminating the detection of data related to the user's interactions;

uploading the user interaction data to a network;

communicating user interaction data to a remote information handling system.

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13.   (Original) The method of claim 12, further comprising offering an incentive to upload user interaction data.

14.   (Original) The method of claim 12, wherein uploading user interaction data is conducted automatically.

15.   (Original) The method of claim 12, wherein uploading user interaction data is initiated by the user.

16.   (Previously Presented) The method of claim 12, wherein detecting the user's interactions with the user personal computer is conducted as a background operation.

17.   (Original) The method of claim 12, wherein uploading compiled user interaction data is conducted after at least one of an initial boot-up, after a specific number of boot operations, and a time period.

18.   (Original) The method of claim 12, further comprising surveying the user about information regarding at least one of demographic data and user opinion.

19.   (Original) The method of claim 18, further comprising correlating survey information with user interaction data.

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20.   (Currently Amended)   A method, comprising:

detecting an initialization ~~of~~ interaction between a user and a user
personal computer when the user sets up [[a]] the user personal computer;

saving the initialization interaction activity detected in said detecting
step to a file;

uploading the file to an originator of the user personal computer
wherein the initialization activity of the user is correlated by the originator.

21.   (Previously Presented) A method as claimed in claim 20, further
comprising the step of correlating the initialization activity of the user,
determining whether a change in the initialization is needed, and, in the
event a change is needed, modifying an initialization process for new
personal computers in response to the analyzed initialization activity of the
user.

22.   (Currently Amended)   A software system for remotely detecting
a user's out-of-box experience for a personal computer, comprising:

a computer-readable medium containing;

a first software program capable of causing a user personal
computer to perform a function; and

a second software program capable of causing the user personal
computer to detect and compile the user's initial interactions with the
user personal computer performing the first software program;

wherein the first software program facilitates establishment of
an operating state in the user personal computer;

wherein the second software program is a background
application; and

wherein the second software program is capable of causing the
user personal computer to upload the compiled data to a remote
information handling system.

23.   (Previously Presented) An apparatus, comprising:

means for detecting an initialization activity of a user when the user initializes a personal computer;

means for saving the initialization activity detected by said monitoring means to a file; and

means for uploading the file to an originator of the user personal computer wherein the initialization activity of the user is correlated by the originator;

wherein the initialization activity is limited to an initial boot-up of the user personal computer and establishing the user personal computer into an operating state by the user.

24.   (Original) An apparatus as claimed in claim 23 wherein the originator correlates the initialization activity of the user so that a future system can be configured in response to the correlated initialization activity of the user.

25.   (Previously Presented) The system of claim 1, wherein the initial setup of the user personal computer comprises an initial boot-up of the user personal computer.

26.   (Previously Presented) The system of claim 1, wherein the initial setup of the user personal computer is limited to an initial boot-up of the user personal computer.

27.   (Previously Presented) The system of claim 1, wherein the data related to the user's interaction includes a screen capture.

28.   (Previously Presented) The system of claim 1, wherein the data related to the user's interaction comprises data about a time period that a dialog box is open during the initial setup of the user personal computer.

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29.   (Previously Presented) The system of claim 1, wherein the data related to the user's interaction comprises data about a time period between two designated events during the initial setup of the user personal computer.

30.   (Previously Presented) The system of claim 1, wherein the data related to the user's interaction comprises data about a utilization of a "HELP" button during the initial setup of the user personal computer.

31.   (Previously Presented) The system of claim 1, wherein the data related to the user's interaction comprises data about an error message displayed during the initial setup of the user personal computer.

32.   (Previously Presented) The method of claim 12, wherein initializing the user personal computer comprises making changes to the user personal computer to conform to the user's specifications.

33.   (Previously Presented) The method of claim 12, wherein the step of uploading the user interaction data to the network is initiated after a specific number of boot operations after an initial boot operation on the user personal computer.

34.   (Previously Presented) The method of claim 12, wherein the step of uploading the user interaction data to the network is initiated after a predetermined time period after an initial boot operation on the user personal computer.

[[[31]]] 35.   (Previously Presented) The system of claim 1, wherein the initial set up continues until an operating state of the user personal computer is achieved, and then the initial set up is terminated.

36.   (New)   The system of claim 1, wherein the user personal computer is configured prior to the initial setup to detect and upload data characterizing the initial setup interaction with the user.

37.   (New)   The system of claim 1, wherein the initial setup interaction between the user and the user personal computer occurs on the user personal computer.

38.   (New)   The system of claim 1, wherein data characterizing the initial setup interaction with the user of the user personal computer is detected on the user personal computer and uploaded from the user personal computer.